

Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1. (Currently Amended) A computer-generated graphical user interface (GUI) displayed on a display device, the GUI for use by a designer in preparing a translation of a call center application script of words to ~~that may~~ later be displayed to and spoken read by a call center agent user during an interactive session with a customer ~~another person~~, the GUI comprising:

a first set of multiple distinct script areas that are each capable of providing within the scrip area a textual display of a different distinct portion of the call center application script in a first language; and

a second set of multiple distinct script areas that area each capable of providing within the script area a textual display of a different distinct portion of the call center application script in a second language,

wherein the number of multiple distinct script areas in the second set corresponds to the number of multiple distinct script areas in the first set, and wherein each distinct script area in the first set has a spatial relationship with a distinct script area in the second set that corresponds to the same distinct portion of the script.

2. (Original) The GUI of claim 1, wherein the GUI further comprises:
a menu area capable of displaying a set of selectable language options for determining the second language.

3. (Original) The GUI of claim 1, wherein the GUI further comprises:

a selectable save option to save the script in the second language when text associated with each distinct portion of the script is displayed in the second set of script areas.

4. (Original) The GUI of claim 1, wherein at least one of the script areas in the second set is capable of displaying default text in the second language that has been previously saved.

5. (Original) The GUI of claim 1, wherein at least one of the script areas in the second set is capable of displaying read-only text in the second language.

6. (Original) The GUI of claim 1, wherein at least one of the script areas in the second set is capable of displaying text in the second language that has been input by the designer.

7. (Original) The GUI of claim 1, wherein each distinct portion of the script is associated with a script element type.

8. (Original) The GUI of claim 1, wherein at least one of the script areas in the first or second set includes a selectable area that, when selected, causes a corresponding portion of a script graph for the script to be displayed using the GUI.

9. (Original) The GUI of claim 1, wherein the portions of the script include a script introduction, a script question, and a script conclusion.

10. (Original) The GUI of claim 1, wherein a script area in the first set that is associated with a particular portion of the script is adjacent to a script area in the second set that is also associated with the particular portion of the script.

11. (Currently Amended) A computer-implemented method for using a graphical user interface (GUI) to prepare a translation of a call center application script of words to ~~that may~~ later be displayed to and spoken read by a call center agent user during an interactive session with a customer ~~another person~~, the method comprising:

providing a first screen area to display the call center application script in a first language, wherein the first screen area includes multiple distinct script areas that are associated with each different distinct portion of the script that could be read by the user to another person during the interactive session; and

providing a second screen area to display the call center application script in a second language, wherein the second screen area includes script areas that are each associated with one of the script areas of the first screen area.

12. (Original) The computer-implemented method of claim 11, wherein the method further comprises:

providing a menu area to display a set of selectable language options for determining the second language.

13. (Original) The computer-implemented method of claim 11, wherein the method further comprises:

providing an option to save the script in the second language when text associated with each distinct portion of the script is displayed in the second screen area.

14. (Original) The computer-implemented method of claim 11, wherein the method comprises:

providing a second screen area to display the script in a second language, such that at least one of the script areas in the second screen area displays default text in the second language that has been previously saved.

15. (Original) The computer-implemented method of claim 11, wherein the method comprises:

providing a second screen area to display the script in a second language, such that at least one of the script areas in the second screen area displays text in the second language that has been input by a script designer.

16. (Original) The computer-implemented method of claim 11, wherein the method comprises:

providing a second screen area to display the script in a second language, such that at least one of the script areas in the second screen area displays read-only text in the second language.

17. (Original) The computer-implemented method of claim 11, wherein the method comprises:

providing a second screen area that is adjacent to the first screen area.

18. (Original) The computer-implemented method of claim 11, wherein a script area in the first screen area that is associated with a particular portion of the script is adjacent to a script area in the second screen area that is also associated with the particular portion of the script.

19. (Original) The computer-implemented method of claim 11, wherein each distinct portion of the script is associated with a script element type.

20. (Original) The computer-implemented method of claim 11, wherein at least one of the script areas in the first or second screen areas includes a selectable area that, when selected, causes a corresponding portion of a script graph for the script to be displayed using the GUI.

21. (Original) The computer-implemented method of claim 11, wherein the portions of the script include a script introduction, a script question, and a script conclusion.

22. (Original) The computer-implemented method of claim 11, wherein the user is a call-center agent and the other person is a customer.

23. (Currently Amended) A computer-readable medium having computer-executable instructions contained therein to perform a method for using a graphical user interface (GUI) to prepare a translation of a call center application script of words to ~~that may~~ later be displayed to and spoken read by a call center agent user during an interactive session with a customer ~~another person~~, the method comprising, the method comprising:

providing a first screen area to display the call center application script in a first language, wherein the first screen area includes multiple distinct script areas that are associated with each different distinct portion of the script that could be read by the user to another person during the interactive session; and

providing a second screen area to display the call center application script in a second language, wherein the second screen area includes script areas that are each associated with one of the script areas of the first screen area.

24. (Currently Amended) A computing system for use by a designer in preparing a translation of a call center application script of words to ~~that may~~ later be displayed to and spoken read by a call center agent user during an interactive session with a customer ~~another person~~, the method comprising, such that the computing system is programmed to:

provide a first screen area to display the call center application script in a first language, wherein the first screen area includes multiple distinct script areas that are associated with each different distinct portion of the script that could be read by the user to another person during the interactive session; and

provide a second screen area to display the call center application script in a second language, wherein the second screen area includes script areas that are each associated with one of the script areas of the first screen area.